

## Aloha Pediatrics Appointment Policy

*It is our intention to provide your children the best care possible at all times and to accommodate as many requests as are realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.*

### In The Office

- **Arrive early.** Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.
- **Schedule an appointment by calling (808) 652-0048 or (808) 378-4557.** Walk-in patients are offered the first available appointment.
- **Schedule same-day appointments for ill visits.** Appointments are used on a first-available appointment basis.
- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your child's visit.
- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your child's appointment and to minimize the need to reschedule your appointment.
- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** In these cases, a no-show charge for the lost appointment will apply. While we will do all that is possible to accommodate requests, the first-available appointment may *or may not* be on the day the appointment was missed.
- **The no-show charge will be waived if you contact the office before your appointment.** Remember that appointments cancelled more than 24 hours prior to when they are scheduled do not incur a no-show fee.
- **Appointments for additional children should be made by phone prior to coming to the office.** If an appointment is not made for your other child prior to your visit, we may be unable to accommodate your request. If you would like another child to be seen, please schedule appointments for *both* children *by phone* prior to coming to the office.
- **Turn off cell phones in the office and examination rooms.**

### **After-Hours Call Service**

- **After-hours calls can be made to the physician for urgent issues that cannot wait until the next business day.** Most times you can reach Dr. Knox on the office phone at (808) 652-0048. You may need to leave a voicemail and she will return your call as soon as possible, usually within the hour. However, there may be times when she is unavailable. If you are unable to reach Dr. Knox on this phone number, you may reach the Physician Exchange at (808) 245-1831 and the on call pediatrician will be contacted.
- **Please limit after-hour calls to urgent issues and emergencies.** For refills, appointment requests, and other non-urgent matters, you may call the office during regular hours or visit the Patient Portal from our website [alohapediatricskauai.com](http://alohapediatricskauai.com). Please also do the following when using this service:
  - When leaving a message, please speak slowly.
  - Be sure to leave a callback number.
  - Disable your call block feature.
  - Follow the doctor's instructions.

**We are here to provide the *best* care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.**

**By signing below, I acknowledge that I have received, understand, and agree to the terms of Aloha Pediatrics appointment and After-Hours Call Service policies.**

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Patient or patient representative if patient is a minor

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Date